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ABSTRACT

An in-class survey of 1,198 students attending evening classes at Parkersburg Community College was conducted to determine: (1) the students' awareness of nine college services available during evening hours; (2) the additional services needed by evening students and the hours during which they should be provided; (3) the demographic and attendance profiles of the students; and (4) the preferred times for evening instruction. Major findings indicate that while over 70% of the students were aware of the cafeteria, security, and childcare services provided during evening hours, only 26.6% were aware of the existence of an Evening/Weekend Coordinator on the college's staff. The services most needed beyond their regular hours were the bookstore, the admissions/records office, the cafeteria, and the business office. Many respondents indicated that they desired to have services available at times when the services were already offered. Demographic data indicate that 51.5% of the students were female; that 61.2% were over 25 years of age; that 72% travelled 15 miles or less to the campus; and that 72% were employed full-time. The times preferred for the evening classes by the largest percentage of the respondents were 5:30-7:00 p.m. and 6:00-9:00 p.m. The survey report bases recommendations for improving service to the evening students upon study findings. The questionnaire is appended. (JP)

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SERVICES FOR EVENING STUDENTS

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Parkersburg Community College

JC 800 540

SERVICES FOR EVENING STUDENTS

FINAL REPORT
OF A
SURVEY
CONDUCTED IN THE
1979 FALL SEMESTER

GEORGE A CLOVIS
DEAN OF ADMINISTRATIVE SERVICES
PARKERSBURG COMMUNITY COLLEGE

SERVICES FOR EVENING STUDENTS

BACKGROUND

Parkersburg Community College had an enrollment of 3,288 students for credit classes in the 1979 Fall Semester. Of this number, approximately 2,950 students attended classes on the main campus.

The college offers an extensive program of classes on Monday through Thursday evenings, with a few classes offered on Saturday. These classes meet primarily from 7:00 until 10:00 p.m. A few classes begin each night at 6:00 or 6:30. About one-half of the students enrolled in classes on the main campus attend in the evening and almost 80 percent of these students attend only at night.

Each semester, during the registration period and the first two weeks of classes, several offices and college services have remained open to meet the needs of students as they started the activities of the semester. However, most of these services have returned to daytime hours and closed at 5:00 p.m. after the two-week registration period.

Concerns have been expressed by faculty, students and staff that needs of students were not being met and that additional services should be provided for evening students. In response to these concerns, the President appointed a task force to survey the service needs of evening students in October, 1979.² The task

force was charged with identifying significant gaps in service for evening students and to recommend approaches that might be taken to fill the identified service needs. The members of the task force were:

George Clovis	Dean of Administrative Services, Chairperson
Ragina Copeland	Registrar
John Lawson	Coordinator of Evening and Weekend Activities
John McGuire	Assistant Dean of Instruction
Carmel Barber	Assistant Professor in Child Development
Tom Pruette	Assistant Professor in Criminal Justice
George Lamb	Assistant Professor in History and Director of the Ripley Center

The task force invited comments from the entire campus community. The "On Campus" publication was used to notify the campus community of its scheduled meetings and to inform those concerned with its actions.

SURVEY

The task force held its first meeting on October 16, 1979. The task force listed several problems and service concerns that had been mentioned to them. The Coordinator of Evening and Weekend Activities identified several needs that had been brought to his attention. All of the problems delineated involved one or more of the following factors:

1. Lack of awareness by students of services which are available.
2. Lack of available service.
3. Lack of communication between college units.

After considerable discussion, the task force decided that a questionnaire should be distributed to all students attending

evening classes on the main campus. The survey would have the following principal objectives.

1. To determine student awareness of services and personnel that are currently available during evening hours.
2. To determine what additional services are needed by the students and the hours that these services are needed.

In addition, the task force felt that it would be helpful to secure information that could be used to plan the programs of the college and to measure student attitudes concerning class scheduling patterns. The following secondary objectives were listed for the survey.

1. To determine a demographic and attendance profile of the students who are attending classes on the PCC campus in the evening.
2. To determine student attitudes toward early-evening classes and the class schedule hours for evening classes.

During the next few weeks the questionnaire for the survey was developed and refined by the committee. The final questionnaire is shown in the Appendix I of this report.

The survey was distributed to each night class which met on the campus during the week of November 12, 1979. Members of the task force were assisted by the staff from the Student Records Office, the Student Services Office and the Personnel Office in the distribution and collection of the questionnaire. Each staff member visited four or five classes at the beginning of the class period, explained the purpose of the survey and then distributed the questionnaires. The questionnaires were collected immediately upon completion and returned to the Administrative Services Office.

On Monday and Tuesday evenings, the Student Outcomes Information System questionnaire which was developed by NCHEMS and the College Board was also administered. This increased the time necessary for students to complete their responses. Some students were confused by the two questionnaires and some comments were added to the evening services survey which were appropriate to the SOIS survey. The time to administer the surveys ranged from less than fifteen minutes on Wednesday and Thursday to as much as forty-five minutes on Monday and Tuesday evenings. Faculty gave excellent cooperation in providing class time for completion of the surveys.

In responding to the survey, students were asked to complete only one questionnaire if they attended class more than one night. Responses were received from 1,198 students. This represents over 90% of the possible respondents.

ANALYSIS OF THE PRIMARY SURVEY QUESTIONS

It was felt that student awareness of presently available services must be measured before additional services should be recommended. Question 16 of the questionnaire attempted to measure this awareness, and Table I (on the next page) gives the responses in recognition rank order.

The awareness of the cafeteria service is not surprising. Many students visit the snack area for refreshments either before class or during the breaks that are given during the evening class sessions. The most significant response is the lack of awareness of the Evening/Weekend Coordinator. Only 24% of those

TABLE I

Are you aware that the following services/facilities or persons are on campus in the evening to assist you?

Service/Facility or Person	Number of Positive Responses	Number of Negative Responses	Number of Non Responses	Recognition Percentage
Cafeteria open until 9:00 p.m.	1,007	96	95	91.3
Security Officer until after classes	769	310	119	71.1
Nursery for eligible children	755	322	121	70.1
LRC open until 9:00 p.m.	736	328	134	69.2
Admissions/Records open until 7:30 p.m.	622	449	127	58.1
Coin operated copying machine in LRC	587	485	126	54.8
Counselor -- By Appointment	572	506	120	53.1
On Campus published each Monday	489	586	123	45.5
Evening/Weekend Coordinator until after classes	283	782	133	26.6

who returned a survey and 27% of those who responded to the question were aware of this staff member. This staff member has primary responsibility for being a trouble shooter for both faculty and students in the evening and those who may need the help are not aware that the staff member exists.

The availability of security personnel, the nursery or children's room and the fact that the Learning Resources Center was open until 9:00 p.m. were all recognized by about 70% of the respondents. About one-half of the students were aware of the other services that were listed on the questionnaire. Positive responses ranged from 58% for the Admissions and Records Office to 46% for the "On-Campus" publication with the coin operated copying machine noted by 55%, and the availability of counselors by 53% of the respondents.

The other primary objective of the survey was to determine what services or assistance had been needed by the students and when this assistance was needed. Question 17 asked if the service had been needed and if so the time that it was needed. Table II (on the next page) presents a summary of the responses with the order based on need.

The overwhelming leader in service need was the Bookstore. The students were also asked to give a time when they needed the service and Table III gives these responses for the Bookstore. It is interesting to note that 353 respondents provided time information for the Bookstore. If the term "Evening" is included, 67.8 per cent of those who had mentioned a need, would have the service need met if the Bookstore hours were extended until 7:00 p.m. The next largest number of time responses was 67 for the Admissions/ Records Office.

TABLE II

Have you needed the services or assistance of any of the following beyond their normal "open" hours?

Service	Positive Response	Negative Response	No Response
Bookstore	451	516	231
Admissions/Records Office	128	784	286
Cafeteria	107	786	305
Business Office	95	798	305
Counselors	86	816	296
Learning Resources Center	73	823	302
Veterans Office	72	829	297
Mini-Gym	67	832	299
Computer Center	58	840	300
Individualized Learning Center	53	843	302
Financial Aid Office	47	848	303
Student Services	40	849	309
Student Health Center	33	856	309
Continuing Education Office	32	862	304
Dean of Instruction Office	20	870	308

TABLE III

BOOKSTORE SERVICES - REQUESTED TIMES

Time	Number	Percentage
5:00 - 6:00	55	15.6
6:01 - 6:30	31	8.8
6:31 - 7:00	116	32.9
7:01 - 7:30	17	4.8
7:31 - 8:00	35	9.9
8:01 - 8:30	11	3.1
8:31 - 9:00	36	10.2
9:01 - 9:30	0	0
9:31 - 10:00	11	3.1
10:00 - later	0	0
Evening	37	10.5
Saturday	4	1.1
TOTAL	353	100.0

In analyzing the responses to the questions, the times given by many of the respondents were times in which the service is presently available. Table IV presents this data for the other services listed. However, at the time the questionnaire was distributed, the Admissions/Records Office was open until 7:30 p.m.; the food service area was open until 9:00; the Learning Resources Center was open until 9:00; the computer center was open for students from 7:00 - 10:00 every night and from 5:00 - 7:00 two nights per week, and the Individualized Learning Center

TABLE IV
NEEDED SERVICE TIMES

NUMBER OF RESPONSES

Time Service Needed	Admissions/Records	Cafeteria	Business Office	Counselors	LRC	Veterans Office	Mini-Gym	Computer Center	ILC	Financial Aid	Student Services	Health Center	Continuing Education	Dean of Instruction
5:00 - 6:00	5	1	13	12	1	10	8	10	3	6	2	3	6	1
6:01 - 6:30	3	0	3	2	1	3	1	0	0	0	2	1	0	0
6:31 - 7:00	14	2	15	18	1	13	3	0	1	8	3	2	3	1
7:01 - 7:30	3	0	2	2	0	4	0	0	0	0	1	0	1	0
7:31 - 8:00	10	4	7	3	1	0	2	1	1	1	0	0	1	1
8:01 - 8:30	5	4	2	0	0	1	0	0	0	0	0	1	0	0
8:31 - 9:00	16	8	7	6	7	4	6	2	3	0	1	1	0	2
9:01 - 9:30	0	10	0	0	4	0	1	0	1	0	0	0	0	0
9:31 - 10:00	1	16	1	2	11	2	5	3	3	1	1	2	0	0
10:00 - later	0	3	0	0	2	0	1	4	1	1	0	0	0	0
Evening	6	3	0	1	3	6	7	4	3	4	3	4	1	1
Saturday	1	2	0	0	18	0	2	7	2	0	1	1	0	0
Noon	3	0	0	0	0	0	0	0	0	1	1	0	0	0
TOTAL	67	53	57	46	49	43	36	31	18	22	15	15	12	6

was open each night until 10:00 p.m. These facts highlighted the need for additional communication to the students to make them aware of the services that were available for their use.

CHANGES AS A RESULT OF THE SURVEY

The primary recommendations were made by the Task Force to the President. (A copy of this report is included in Appendix II). The first was that the Bookstore should remain open on Monday through Thursday evenings until 7:00 p.m. This change was made operational by adjusting working hours for the clerical staff at the beginning of the second semester. The change seems to have been well received by the students.

The second recommendation urged the preparation of an informational brochure which would describe the services provided by the college, and emphasize the personnel that were available to assist the student, especially the Evening/Weekend Coordinator. This brochure was prepared by the Public Information Office and distributed in all classes during the third and fourth week of the semester. It was decided to do it at this time to promote visibility rather than being lost during the registration shuffle. In light of this recommendation, it is interesting to note that the last question on the survey had asked if the students felt the need for a publication to keep them informed of campus matters and 393 or 37% had given a positive response.

After seeing preliminary analysis of the data, the Student Services area also elected to remain open until 8:00 p.m. Monday

through Thursday. This provided counselors, placement services, veterans affairs services, and financial aid information. The office was staffed on a rotating basis by one of the professionals in the area. While final answers to all questions could not be provided at all times, a personal contact was made with the student, appropriate information was collected and then a follow-up contact was made the following day. This service was helpful to many students on campus during the second semester.

ANALYSIS OF THE SECONDARY SURVEY QUESTIONS

The registration data for the students is kept so that it is not easy to determine the characteristics of the students attending evening classes. Therefore the task force attempted to collect basic data to compare with the total student body. Table V gives the comparison by gender for the evening survey respondents with the entire Fall Semester Enrollment.

TABLE V

Evening Students Compared to Total Fall Enrollment by Gender

Gender	Number on Evening Survey	Percentage of Evening Survey	Fall Total	Fall Percentage
Male	577	48.2%	1364	41.5%
Female	617	51.5%	1924	58.5%
No Response	4	0.3%		

While the female group is still predominate, a much larger proportion of the males who attend the college do so at night. This is an effect of the working, part-time student.

A distribution of the ages of the students is given in Table VI. Comparison of the mean age shows that the evening population is older as would be expected. It is significant however that almost one-fourth of the evening population is traditional college age (18-21). This is a result of a major portion of the curriculum being offered only at night.

TABLE VI

AGE DISTRIBUTION

Evening Students Compared to Total Fall Enrollment

Age Range	Number In Evening Survey	Percentage In Evening Survey	Fall Enrollment	Fall Percentage
Less than 18	19	1.6%	152	4.6%
18 - 21	281	23.4%	1011	30.8%
22 - 24	166	13.8%	427	13.0%
25 - 34	438	36.6%	1016	30.9%
35 - 44	172	14.4%	442	13.4%
45 - 54	86	7.2%	191	5.8%
55 - up	17	1.4%	49	1.5%
No Response	19	1.6%		
Mean Age	29.0		27.6	

The students were asked about their travel patterns to and from class. They were requested to give their one-way travel distance and Table VIII gives the results.

TABLE VII

Evening Student One-Way Travel Distances

Distance	Number of Respondents	Percentage
5 miles or less	287	24.0%
6 - 10 miles	268	30.7%
11 - 15 miles	211	17.6%
16 - 20 miles	103	8.6%
21 - 30 miles	84	7.0%
30 - 50 miles	116	9.7%
51 miles or more	7	0.6%
No Response	22	1.8%

As expected, 72% of the students travel 15 miles or less to the campus. This radius would include the Parkersburg-Vienna area. The large group traveling 31 to 50 miles probably represents significant commuting from Jackson County. The largest distance traveled was 80 miles by one student. The students were also asked if they were carpooling and only 27% indicated that they were.

The survey asked about attendance patterns. Evening attendance only was indicated by 944 (79%) of the respondents while 251 (21%) indicated that they were also attending day classes at the college. Table VIII shows how many evenings per week each student was attending.

TABLE VIII

Number of Evenings of Class Attendance Per Week

Number of Evenings	Number of Responses	Percentage
1	629	52.5%
2	381	31.8%
3	121	10.1%
4	60	5.0%
No Response	7	0.6%

This represents at least 2,001 students attendances during the evening hours. The large number of students (562) who are attending multiple evenings coupled with the large number who are employed full-time (859) may suggest advising and counselor concerns that would insure that students register for class loads that are compatible with their other responsibilities.

The survey also asked if other members of the same household were attending classes and 167 gave a positive response. Over one-half of these (88) indicated that they attended a class on the same night. The other responses were evenly divided between attending class on different nights and attending class both on the same night and different nights. The last response indicates that at least one member of the household was attending class on multiple nights.

The students were also asked to describe their employment status. Full-time employment was reported by 859 respondents (72%) while 146 (12%) reported that they were employed part-time (less than 35 hours per week). The remainder reported that they were not currently employed outside the home. Only 140 respondents indicated that they worked a changing schedule or shift work. Compared to the population, this indicates a significant market which needs to be addressed. Meeting the needs of these students poses special scheduling problems which must be solved if the college is to serve this population segment. In addition, the work schedule of 213 respondents currently poses class attendance problems.

The second objective of the survey was determination of student preferences for class scheduling. The college has a shortage of classroom space which limits the number of offerings which can be made each night. In addition, the college furnishes classroom space for upper division classes from Glenville State College and a few graduate level classes offered by West Virginia University.

Classroom utilization is quite low in late afternoon and early evening. The college has attempted to schedule classes during these times on a limited basis to increase utilization. The questionnaire attempted to determine student preferences toward these courses.

The time preferences for the evening class schedule is given in Table IX.

TABLE IX

Preferred Times For Evening Classes

Class Time	Number	Percentage
6:00 - 9:00	507	42.3%
6:30 - 9:30	294	24.6%
7:00 - 10:00	385	32.1%
No Response	12	1.0%

The students were also asked if they would like to take an "early evening" class meeting twice each week. Of those surveyed, 575 or 48% indicated that they would take a class offered at this time. The time preferred for these classes was 5:30 to 7:00; this was picked by 330 respondents. The preferred days were Tuesday - Thursday, picked by 299 respondents and then Monday-Wednesday picked by 210 respondents. Other combinations were mentioned, but by significantly fewer students.

The students were asked if they would like to come to class directly from work and 73% indicated a negative response. The questionnaire also asked when they could begin class if they came directly from work. Only 95 could start class before 5:00 p.m. By 5:30, the number is up to 345 who could start class. These responses are consistent with the responses to the employment question indicating that most evening students are employed full-time and work a regular schedule.

The students were also asked if they would take both an early-evening class and an evening class, and 338 indicated that they would. This is 59% of those responding that they were interested in early-evening offerings.

The students were also asked concerning Saturday classes. Interest in Saturday classes was expressed by 252 respondents. Of these, 75% indicated a preference for Saturday mornings.

The questions on scheduling indicate that the college should offer more classes in the early-evening, preferably in the 5:30 - 7:00 time frame. These classes should be courses which have broad appeal, both to the degree programs and to the non-degree student. In order to promote room utilization and to prevent schedule conflicts, the evening classes should then be offered from 7:00 - 10:00. The college should also investigate additional offerings, through Saturday offerings and possibly a week-end college. This program should have additional market analysis and be very carefully planned and advertised before implementation takes place.

The last question on the questionnaire asked the students to provide comments about the college programs and services. These comments are presented in Appendix III. When possible, the comments have been grouped according to the service or program. The comments, in general, are supportive of the college and provide additional suggestions that are useful.

SUMMARY

The Task Force submitted its report to the President in December, 1979. In that report, presented here as Appendix II, it was recommended that the Bookstore remain open until 7:00 p.m. on Monday through Thursday evenings. This recommendation was implemented with the beginning of the Winter Semester in January, 1980. Initial response from the students and faculty has been good.

The Task Force also recommended that a special informational brochure be prepared for the evening students. It was obvious from the responses that students were not aware of the offices and personnel that were available to help them in the evenings and the hours of operation of these offices and services. The brochure highlighted the Evening/Weekend Coordinator (now known as the Evening Director) as a "problem solver" for the students. The report urged that the brochure be mailed to evening students as well as distributed in the classrooms.

From the responses to the survey, other areas also need to be investigated. The small number of students that indicated they worked a changing schedule or shift work shows that the college is not enrolling a significant portion of the population. The college should address the unique scheduling problems of this group of students. The interests of these students need to be assessed to insure that the proper programs are being offered and scheduled so that the student with a varying work schedule can attend class on a regular basis.

Considerable interest was also expressed in classes scheduled in the early evening and on Saturdays. The classes scheduled in these times must be carefully chosen to meet specific needs or with broad appeal so that enrollment in the individual section meets institutional management criteria. The college should not cancel classes scheduled at this time if at all possible to avoid adverse publicity.

Considerable interest was expressed in the comments concerning the variation of classes that are offered in the evening. Some students indicated problems in completing degree requirements while attending only at night. It is hoped that the initial planning for evening program offerings which was started in 1979-80 can be completed and implemented so that students can plan their programs on a long term basis.

The study has provided significant information for the college. Changes have already been implemented that have improved the services

being supplied to students. Additional studies are indicated and these should be pursued in the future so that the college can meet the educational needs of the community in an effective and an efficient manner.

APPENDIX I

Evening/Weekend Student Questionnaire
Fall Semester 1979

Please answer the following questions. Your response will help the college meet your future needs.

1. Please indicate your sex. ☐ Male ☐ Female
2. Please give your age. _____
3. Please indicate when you attend classes. ☐ Evening Classes Only ☐ Day and Evening Classes
4. How many evenings per week do you attend class? _____
5. Are other members of your household attending evening classes at PCC? ☐ Yes ☐ No.
If yes, do they attend: ☐ Same Evening ☐ Different Evening ☐ Both

6. Please indicate your employment status:

- ☐ Employed full-time (35 or more hours per week)
☐ Employed part-time
☐ Not currently employed outside the home

7. If employed full-time or part-time, do you work

- ☐ regular schedule?
☐ changing schedule (shift work)?

8. Does your work schedule pose class attendance problems? ☐ Yes ☐ No

9. Approximately how far do you travel one way to class? _____ Miles

10. Do you carpool with another student? ☐ Yes ☐ No

11. Which of the following times would you prefer for evening classes:

- ☐ 6:00 - 9:00 p.m.
☐ 6:30 - 9:30 p.m.
☐ 7:00 - 10:00 p.m.

12. Would you like to come to class directly from work? ☐ Yes ☐ No

If you came directly from work, what time could you begin class? _____

13. Would you take an "early evening class" meeting twice each week (for example, on Monday and Wednesday from 5:30 - 7:00)?

☐ Yes ☐ No

If yes, what time would you prefer?

- ☐ 4:00 - 5:30
☐ 4:30 - 6:00
☐ 5:00 - 6:30
☐ 5:30 - 7:00

Please indicate the two days you would prefer. Check only two.

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday

14. Would you be likely to take an "early evening class" followed by a regular evening class?

_____ Yes, that would be convenient.
_____ No, I would not take both together.

15. Would you like to take classes on Saturday? _____ Yes _____ No

If your response is "Yes," indicate your preference _____ Saturday morning _____ Saturday afternoon

16. Are you aware that the following services/facilities or persons are on Campus in the evening to assist you?

	Yes	No		Yes	No
Cafeteria open until 9 p.m.	_____	_____	Evening/Weekend Coordinator	_____	_____
LRC open until 9 p.m.	_____	_____	until after classes	_____	_____
Admissions/Records open	_____	_____	Nursery for eligible children	_____	_____
until 7:30 p.m.	_____	_____	Coin-operated copying machine	_____	_____
Security Officer until	_____	_____	in LRC	_____	_____
after classes	_____	_____	"On Campus" published each	_____	_____
Counselor - by appointment	_____	_____	Monday	_____	_____

17. Have you needed the services or assistance of any of the following beyond their normal "open" hours? If "Yes", please give the time that was needed for the office or service to remain open to meet your needs.

	Yes	No	Time		Yes	No	Time
Admissions/Records Office	_____	_____	_____	Individualized Learning Center	_____	_____	_____
Bookstore	_____	_____	_____	Learning Resources Center	_____	_____	_____
Business Office	_____	_____	_____	Student Services	_____	_____	_____
Computer Center	_____	_____	_____	Student Health Center	_____	_____	_____
Continuing Education Office	_____	_____	_____	Veterans Office	_____	_____	_____
Counselors	_____	_____	_____	Mini-gym	_____	_____	_____
Dean of Instruction Office	_____	_____	_____	Cafeteria	_____	_____	_____
Financial Aid Office	_____	_____	_____				

18. Do you feel any need for a publication or other medium to keep you informed or make you aware of campus matters?
_____ Yes _____ No

19. Please feel free to make any comments about the college programs and services that might be helpful.

APPENDIX II

December 20, 1979

MEMORANDUM

TO: Byron McClenney, President

FROM: George Clovis, Chairman *George Clovis*
Task Force - Services for Evening Students

SUBJECT: Final Report

I have attached the final report with recommendations from the Task Force on Services for Evening Students. There is only one change from the draft copy discussed at the Staff Meeting on December 18. This change is on Page 2, in the Administrative Recommendation Number 3. This recommendation now includes an initial evaluation of the need for ID cards as well as the distribution problem.

I have also attached the summaries of comments and the listing of the miscellaneous comments.

GC/np

cc: Allan Gates
Tom Hillyard
Harry Ross
Raul Reyes
Peggy Kessinger
Judy Higgs
Carmel Barber
Ragina Copeland
George Lamb
John Lawson
John McGuire
Tom Pruette

Attachments

December 20, 1979

MEMORANDUM

TO: Byron McClenney, President

FROM: George Clovis, Chairman *George Clovis*
Task Force on Services for Evening Students

SUBJECT: Task Force Recommendations

The Task Force on Services for Evening Students has completed its survey of evening students. The survey was conducted during the week of November 12, 1979. An effort was made to reach any class that meets on the PCC campus each night, Monday through Thursday. Responses were received from 1198 people representing 2122 evening student attendances.

The questionnaire used in the survey is attached. The survey was designed to measure basic student demographics, student awareness of services currently offered and the perceived need for additional services. A more extensive report on the survey responses will be available at a later date.

A primary conclusion from the responses to the questionnaire is that students are not aware of the services and personnel that are already available to help them. It is significant that 73% did not know that there was an Evening/Weekend Coordinator on campus. In addition, over 40% did not know the Admissions/Records Office was open until 7:30, that a copy machine was available in the LRC, and that counselors were available by appointment. In addition, the times for offices to be open given by the respondents in the question on needed services indicate that students are not aware when offices are currently open. Therefore the committee recommends that:

A one-page information sheet be prepared that would outline the services that are available. Particular emphasis should be given to the Evening/Weekend Coordinator and how this person can help the student solve problems. In order to get maximum readership, it is further recommended that the information sheet be distributed in all evening classes during the second or third week of the semester and mailed to the home of each student at the same time.

The only service that received an overwhelming response as needed at this time is the Bookstore. Over 46% of the respondents indicated that they needed the Bookstore at some time. Responses indicate that by increasing service hours until 7:00 P.M., 68% of the perceived need would have been met. Therefore the committee recommends that:

The hours of the Bookstore be increased to remain open until 7:00 P.M. Monday through Thursday throughout the semester. These additional hours should be highly publicized to increase awareness of this new service.

The committee also recommends that additional study be given to the scheduling of classes. Of the respondents, 575 or 49% indicated an interest in early evening classes. These students in general would not take another class. Considerable interest was also expressed in classes beginning at 6:00 and ending at 9:00. Over 250 students indicated an interest in Saturday classes, primarily in the morning. These results coupled with the response that few of the evening students are shift workers indicate several marketing studies that need to be completed so that the college can meet the needs of more members of the community.

Lastly, the committee has become aware of several problems that need to be addressed administratively so that service is provided efficiently to the students. Problems that have been identified include the following:

1. Information needs to be distributed on classes that are not meeting for the evening. The Evening/Weekend Coordinator needs to be notified, as well as the Office of the Dean of Instruction. Provision also needs to be made to ensure notification of all students.
2. A firm standard for "go - no go" decisions should be made so students will know quickly when classes are going to be canceled because of low enrollment. All cancellation forms should be processed promptly.
3. The committee feels that the need for student ID cards should be evaluated. If the need evaluation is positive, then adequate provision of staff and supplies should be on hand to supply ID cards to evening students during the first week of school.
4. A concerted effort should be made to get parking decals on all cars to help in location of students when lights are left on, etc. This should be emphasized in the newsletter of Recommendation #1.

The questionnaire also solicited comments from the students and a brief synopsis of the number of comments on a particular subject as well as several miscellaneous comments is provided.

The committee would like to thank you for this opportunity to look at our services and we hope that we as a college will be able to better meet the needs of students as a result of these efforts.

GC/np

Attachments

Miscellaneous Statements

1. PCC is not interested in the student---only money.
2. The college is not organized.
3. Non-major courses should be easier.
4. Make classes more academic.
5. Complained of a closed class on first morning of registration.
6. Literature regarding PCC services should be issued.
7. A class in test-taking should be offered.
8. The vending machines are usually broken.
9. A rotating or changing art display should be placed in the library.
10. Put electricity in the art catacombs.
11. Issue information on programs for children.
12. You should give a survey about classes offered between 2:00 - 5:00.
13. The Tech Wing should not work on faculty cars for free.
14. Offer a two-year degree in occupational therapy.
15. Have special motorcycle parking spots.
16. Point out to each student in most two-year programs that the biggest part of the course of study will not transfer to another college.
17. A few Master's programs through WVU in some specialized education areas would be helpful. Art, Journalism, English, anything above the elementary level.
18. Give at least two weeks notice that there will be early registration.
19. TV classes for Glenville aren't video recorded in the LRC as I was told they would be.
20. Offer four-year degree programs other than Glenville.
21. Teachers should not be allowed to teach at night under protest and then take it out on the students and tell them that it is not the ideal way to teach and that they (the students) should really have taken the course during day hours.

Adult Lounge/Student Lounge - 7

Air Condition Noise - 5

Arts/Crafts Exhibits - 1

Better Instructors - 3

Better Lights - Parking Lots - 3

Better Location - Book Store - 1

Better Security - 1

Book Storage - 1

Building Temperature - 2

Business Office Improvement - 1

Cafeteria Improvement - 6

Change Name of the College - 1

Computer Center - Larger - 1

Earlier Schedule Release - 2

Financial Aid - Open Evenings - 1

Glenville Office - Open Evenings - 1

ILC - Improved -1

ILC - More Classes - 2

Job Placement Services - 1

Mail Information of Events - 2

Newspaper Improvement - 2

Records/Admissions - 2

Rest Rooms (Cleaner) - 1

Scheduling (Changes of all kinds including variety, hours, etc.)

Classes - 26

Counselors - 2

Book Store - 12

Business Office - 1

Library - 6 (See above)*

Dark Room - 2

Dr. and Health Service - 2

ILC - 4

LRC - 2

Workshops - 1

Veterans Office - 3

(See above)*

Student Directory - 1

Student Services - 1

Storage for Coats - 1

Survey Complaints - 4

Veterans Counseling - Improved - 3

*Veterans Office Open Evenings - 3

*Library - Open Week-ends/Evenings Later - 6

Mini-gym - Open More - 3

Student Activities/Sports - 4

APPENDIX III

QUESTIONNAIRE COMMENTS

The following is a listing of the comments that were received on the Evening/Weekend Student Questionnaire. The responses have been grouped according to the subject area where possible. Most comments have been presented virbatim.

SCHEDULING

1. Some classes not given in the evening, which make a problem for night time students.
2. Early evening classes would be fine, except that I work until 5:30 p.m.
3. Offering more classes in the sciences and math for individuals who wish to transfer after attending this college for two years.
4. Winter schedule class books should have been available to the students by now 11/14/79. I am under the idea that these schedule books will not be available until 11/27/ or 28. These are the days of pre-Registration, a ridiculous time to hand out class books. On the day you are to schedule your classes. A disillisioned PCC student who enjoys planning ahead. (I'm sure there are others like me).
5. I would like to see Electronics Classes taught in daytime.
6. Earlier night classes and day classes in Electronics.
7. I didn't feel you offered anything for evening classes toward a degree in business. This I discussed with many students and they felt the same.
8. Send survey about classes being offered between 2:00 and 5:00 p.m. Have classes all day.
9. Saturday classes are definitely needed or the ability to take two classes in one night (5:30 - 8:30 8:30 - 11:30). It's difficult to tie up several nights for class and still complete work when holding a full time job.
10. I am trying to get a degree in Elementary Education. I need education courses at night - badly need.
11. When working full time on shift work makes it difficult when taking classes. If scheduled to work, I have to try to get someone to trade with me. I work at one of the hospitals so our schedule is different every two weeks. A big thanks for the nursery, it has been a big help.
12. Why not classes all day?
13. I feel we need a classroom Math class, i.e., Trig and Calculus in the evening. In fact, a wider variety of evening classes would be preferable.

14. Classes for Elementary Education Classes should be offered later at night for those of us that work until 5:00. Schedules of classes being offered should be released at least one semester ahead of time in case a student needs to take a prerequisite before being qualified to take the course. Teachers should not be allowed to teach at night under protest and then take it out on the students, and then tell them that it is not the ideal way to teach that they (students) should really have taken the course during day hours. We cannot all be here during day hours because of our work. Don't these instructors realize that their pay comes in only if students come to class; in order for them to come instructors must sacrifice and work nights for the working students.
15. The evening students need a better rounded curriculum. By this I mean, its hard for us to get classes we need to graduate in the evening. Something really should be done.
16. Make classes available when we the students can take them, not when the teacher wants to teach it. Make sure that the instructors are able to teach the field they are working in.
17. It would be nice if there would be two short evening classes offered, say one from 5:00 - 6:30 and one from 6:30 - 8:00. Each evening (similar to day classes) for people like me who have to work during the day and attend classes at night on a regular basis.
18. It has been extremely difficult for me to get all the courses I need at night, despite the fact that when I started at PCC in August, 1977, I was told that I could. I have had a really hard time getting my science core at night, but I think I'll finish in spite of it all! Need more science courses at night.
19. Welding classes on week-ends and/or after 5:00 p.m. and more room for students.
20. Many classes are offered only one night per week, and they interfere with other classes needed. Example: three classes were offered this semester that I needed, but they were all interfering with another class. Also, some classes are only offered one semester -- and not the next.
21. Saturday classes would be very helpful to me. In fact, I may consider two subjects on a Saturday - one following the other.
22. I like the idea of later afternoon classes.
23. The occasional workshops that I would like to attend are given during the week when I must be at work. Saturday would be a better choice for me. I also employ several people that could take advantage of the workshops if on Saturday. We all cannot leave my place of business to attend during the work week.
24. It is sometimes difficult to get the classes I want in the evenings.

25. As for #15, I am taking classes on Saturday against my will. I pre-registered for a class in the evening in Welding which I have taken several semesters before. I was one of the first people to register the morning the register opened. I was told the evening classes were already full. How could that be? The newspaper stated the courses that were available and the evenings. False Advertising. I believe a deal like this should be revised immediately.
26. More upper level economics and accounting courses offered during evening classes.
27. I would like the same teacher for Anatomy 107, also for Anatomy 108.
28. Earlier evening classes.
29. I feel strongly that evening courses should be offered earlier in the evening. Starting at 7:00 p.m. breaks the time up that would be left to do anything with the family.
30. An effort should be made to get more practical use classes like electrical repair, for T. V. and Radio.
31. I would like to see a course offered on the Japanese language.
32. At least two weeks notice that there will be early registration.

STUDENT SERVICES

1. Need veterans office open in the evening.
2. Veterans Counselor to stay one or two evenings a week.
3. I feel that the college should have two Financial Aid Persons so that when one of them is out of town the student would not have to come back.
4. Student Services - need a change.
5. The Veterans Office is closed before the night students get here.
6. I feel more access to counselor in the evening would be most helpful.
7. More assistance in job placement.
8. Very good counseling program.
9. I believe they need someone in the VA Office that wouldn't give you a run around. He doesn't seem to know what is going on.
10. I do strongly feel Student Health Services should be offered for the evening student.
11. Make sure your VA Rep. keeps up on his work. He can cause a lot of hard feelings with Veterans if they have to keep calling Huntington for help or their checks.
12. Counselors to stay evenings one or two times a week.

INDIVIDUALIZED LEARNING CENTER

1. ILC open for Saturday class.
2. Too much noise in ILC.
3. ILC is overbooked many times. Cannot find a place to sit. Too much noise in classroom from outside of class and sometimes classroom is noisy.
4. The staff in the ILC are very rude and they need a class on kindness and an understanding that every student is not the same.
5. There are not improved ILC classes.
6. ILC classes are very convenient as well as effective. I would like to see more of a diversity.
7. More classes offered in the ILC.
8. Since I am interested in taking as many of my classes as I can two nights a week if possible, ILC has to this point taken the place of the late afternoon before evening classes. I would like to see more History offered on tapes and any other class that would lend itself to this, perhaps Geography and more required English courses, perhaps Safety, Health. Any back-to-back evening class times would suit me just so they give me more classes for my trip here.

BOOKSTORE

1. Bookstore hours increased.
2. For evening students who work until 4:30 or 5:00 p.m. it is very hard to get books, too many classes are short on books ordered.
3. Problems in getting books due to the fact the instructors prefer you start first class prior to purchase of books. Also, need to have the bookstore open in the evenings.
4. The bookstore should be in a more accessible location. Main floor would be nice or the trailers. Longer hours for the bookstore would help.
5. I feel that the bookstore should stay open at least until 9:00 p.m. all the time so that evening students can buy materials when they need them.
6. The bookstore should be open in the evenings.
7. The bookstore was very helpful, I picked up the books and paid for them in the LRC.
8. The bookstore is closed before most night students have time to get here.

9. Have the bookstore open in the evening.
10. Longer hours for the bookstore.
11. Recommend bookstore remain open past 5:00 for a longer period of time at the beginning of a new semester. There are times that books for a course are not available to all students due to a shortage. When working day turn (straight) it is impossible to be here by 5:00 and difficult to efficiently attend your course without required material.
12. Longer hours for bookstore for first three weeks.
13. Bookstore open later.
14. A method of obtaining additional course materials not normally carried by PCC bookstore.

LEARNING RESOURCES CENTER

(LIBRARY)

1. Library Friday evening til 9:00. Library Saturday til noon.
2. On some of the other campuses that I have attended the LRC hours are quite a bit longer than they are here. If possible it would be nice to see the LRC stay open until at least 10:00 p.m. During exam weeks, 11:00 p.m. would be "manna from heaven."
3. Library should be open on Saturday!
4. The Library could possibly be held open after 5:00 p.m.
5. I feel very strongly about the library being closed all week-end. I feel it should be open a lot more. Not only do people that work at a job all week need a chance to get in the library, but also, if you do not get in Thursday evening (and have to work Friday) you can't get any material for your Monday assignment. So you end up going to the Wood County Library, which is fine, but as PCC students, I really do feel we should have access to our books/ reference materials. The Library is very fine and we should be able to use it more.
6. When I finish a class early, 9:30 it would be most helpful to go to the LRC than to have to make a special trip just to go there. I have an ILC in the LRC and I am usually in the middle of a tape or problem when they kick us out.
7. Library should be open most of the time for those who work and are going part time.
8. Would like more classes offered through LRC because of personal schedule and work schedule. Is often impossible to hold some nights - some time for an entire semester without missing.
9. I think the Library should be opened on weekends.

CAFETERIA

1. Cafeteria to open on Friday evenings.
2. Cafeteria should offer more service and better food. Also, the cafeteria should be cleaned much better.
3. The food in the cafeteria could offer alternative type things. Such as fish more often and salads with lots of vegetables.
4. Cafeteria could have hot French Fries and hot dogs in evenings.
5. Get a better assortment of food down in the cafeteria. Maybe a salad bar. If not, let them lower the prices of food. After a while the money adds up and heartburn.
6. Food Service Lousy.

PHYSICAL FACILITIES

1. Turn fans off so we can hear. Student directory.
2. Special motorcycle parking spots so a motorcycle does not take up a whole parking space. We need a student lounge or a student recreation center, preferably located in Parkersburg city limits. A two year degree program in Occupational Therapy.
3. In our classroom (120) there is a terrible constant blowing noise hearing is difficult and recording almost impossible. In a building as new as this one this noise is terrible! It should be corrected immediately.
4. Air conditioner noise interferes with conversation in class (room 120).
5. Restrooms in this school are not clean.
6. Turn off fans in classrooms.
7. Why not make a greater effort to have security guards patrolling after 9:00 p.m.? That parking lot is scary. Also, the vending machines are usually broken.
8. I think a lounge of some sort would be great. I would like to have a television, this way people who have gaps in their schedule, could pass time.
9. I think the lights in the parking lot should be brighter and more secure.
10. I wish they would get electricity in the Art catacombs! And get the kilns together. It is very disappointing to work all semester and not have any of your pieces get fired.
11. Better heating and cooling. Classrooms have either been too hot or too cold.

12. How about an area set aside for those of us who prefer a quiet coffee room as opposed to the juke box cafeteria crowd.
13. We need a student lounge! A student center would be great.
14. Please get it together with the heating system.
15. Student lounge!
16. Upper parking lot should be better lighted.
17. There is an urgent need for a large Computer Center. A few more printers would help.

GLENVILLE

1. Offer four year degree programs other than what is available from Glenville
2. T. V. Classes for Glenville are not video recorded in LRC as I was told they would be. I should point out they are on T. V. on Sunday at 6:00 and 8:00 p.m.
3. Need counselor for Glenville open in the evening.

MISCELLANEOUS

1. Generally above average.
2. I believe the programs and services are good.
3. I think as a student and a taxpayer, I and my fellow students should have the right to enjoy and participate in the NJCAA sports.
4. A few masters programs through WVU in some specialized education areas would be helpful. Art, Journalism, English, anything about the elementary level.
5. Should point out to each student in most 2 year programs that the biggest part of the course of study will not transfer after attending this college.
6. Perhaps more information in school paper.
7. Information on programs for children.
8. Nursery is excellent.
9. I would like for all courses to transfer to any college across the nation without having to take the other college courses. If the major is changed, that is a different story. However, if one is in Education at school X, transfers to school Y, all should transfer without taking additional courses.

10. You could speed up transferring grades to future Educational Institution a bit. I also go to Marshall and PCC grades are always slow. So improvement could be used in the Registrar Department.
11. The Business Office is my main complaint. I believe this office should be open later hours, for people who have to work during the day.
12. I think that this college is trying hard to meet the needs of the students and the community.
13. I feel that PCC is after the money only. They could not care less if the student passes or not. Just push the student through, meet the goal that they have set and the heck with the student. I could go on but why, PCC will not listen.
14. Mini-Gym should be open for public use more.
15. Change the name of the college to something beside Parkersburg Community College. For better credibility.
16. I think a changing display of art work or really anything interesting would be nice in the library, to encourage people to read about new and different things.
17. The entire activities are geared for day students.
18. I like attending PCC very much. Also, I am very satisfied with it.
19. I think more free time for the mini-gym during the evening would be helpful. Evening students need exercise as much or more than day time students. If they can't get to class except in the evening it follows that they would only be able to use the gym in the evening.
20. I feel that the school's newspaper should be a little more informative than the trash that they print just to fill up space. I also feel that the school should have frequent dances or get together to let the students meet each other.
21. Needed: some place to put books while in other classes so as not to have to carry so many books. Needed: place to store heavy coats during school hours. The admissions office should use the middle initial on the files. My Dad and I have the same first name and I run into problems every time I need any records. The first three numbers in our student numbers are the same. My Dad and I have both taken classes here. He has had the same problems. The Admissions Office personnel are very slow to help out with many problems I have encountered.
22. New organization for students for quiet conversations and meditation. A place to designate as a meeting place. A place to relax. We are dedicated to maintaining and enriching the rapport that exists among all age groups in the student body.
23. Printing too small on the quizzes.

24. I feel that I am getting a fair education for the amount of time spent in the class.
25. Bull! When I tried to pay my tuition in the evening no one would take my money (cash). I was working at the time during the day. I won't ever write another check to this college. They lost one I wrote and when I wrote another, it took months for it to be cashed.
26. Make classes more academic.
27. Architectural program needs improved.
28. For the size school, services that are provided seem to be of high quality. Relating the one night class I have taken, the quality of instructors has been excellent, parking facilities adequate, etc.
29. I believe that there are working students that do not have time to study for non-major courses that are required, therefore, these non-major courses should be watered down somewhat.
30. Possibility of the one-on-one program for eligible L.P.N. - B.S. Degree program for Nursing Students! Demand increasing tremendously.
31. A one-on-one program for L.P.N. - and a B.S. program for R. N.
32. To have a course pertaining to "Black-out at test time."
33. What I have seen of the college program so far is very good. I enjoy coming to class (sometimes).
34. I have never received any literature about the services PCC offers.
35. I believe that the programs and services of this college could and should be greatly improved. This college is the most unorganized college that I have ever attended. I am deeply unsatisfied.
36. I only take possibly one evening class per semester so I have no real problems.
37. Mini-gym should remain open until classes are over. I would like to come out and use the facilities on nights that I don't have classes.
38. I am very pleased the way everything is.
39. We need Health Care open longer than they are. It's closed when a lot of students are getting out of class.
40. Very efficient registration.
41. More sports like football, basketball, and things such as that.
42. Keep darkroom open Saturday at a scheduled time.
43. I would like to see a two-on-two program for three year nurses to get B.S.N. without have to travel so far.

44. Programs are above average. Need more qualified instructors. Advanced programs and subjects are needed. Instructors need to be more demanding and to tighten up grading scales. Programs on demands and needs of industries, hospitals and etc., to give students a clear view of what demands he needs to work toward. More exhibits of crafts, art objects, projects from engineering program and seminars on special topics. Several text books are inadequate.
45. Mostly very well organized and beneficial to my needs.
46. It is already a nice college. I like it a lot.
47. Good program.
48. Should be a regular mailing for all students, especially night students, who are not aware of special services plus new information.
49. I haven't been coming to the college long enough to make any comments. So far everyone has been very helpful. Better lighting in the parking lot with security officers watching closer.
50. It would make the college more interesting if it had football, basketball and other team sports for men and women. It would be fun to follow the progress of our school teams against other schools.
51. I feel that there should be more involvement from the school to the Tech Wing. They are here for educational purposes, not to work on cars.